



JFS

**Performance and
Quality
Indicators/Improvement**

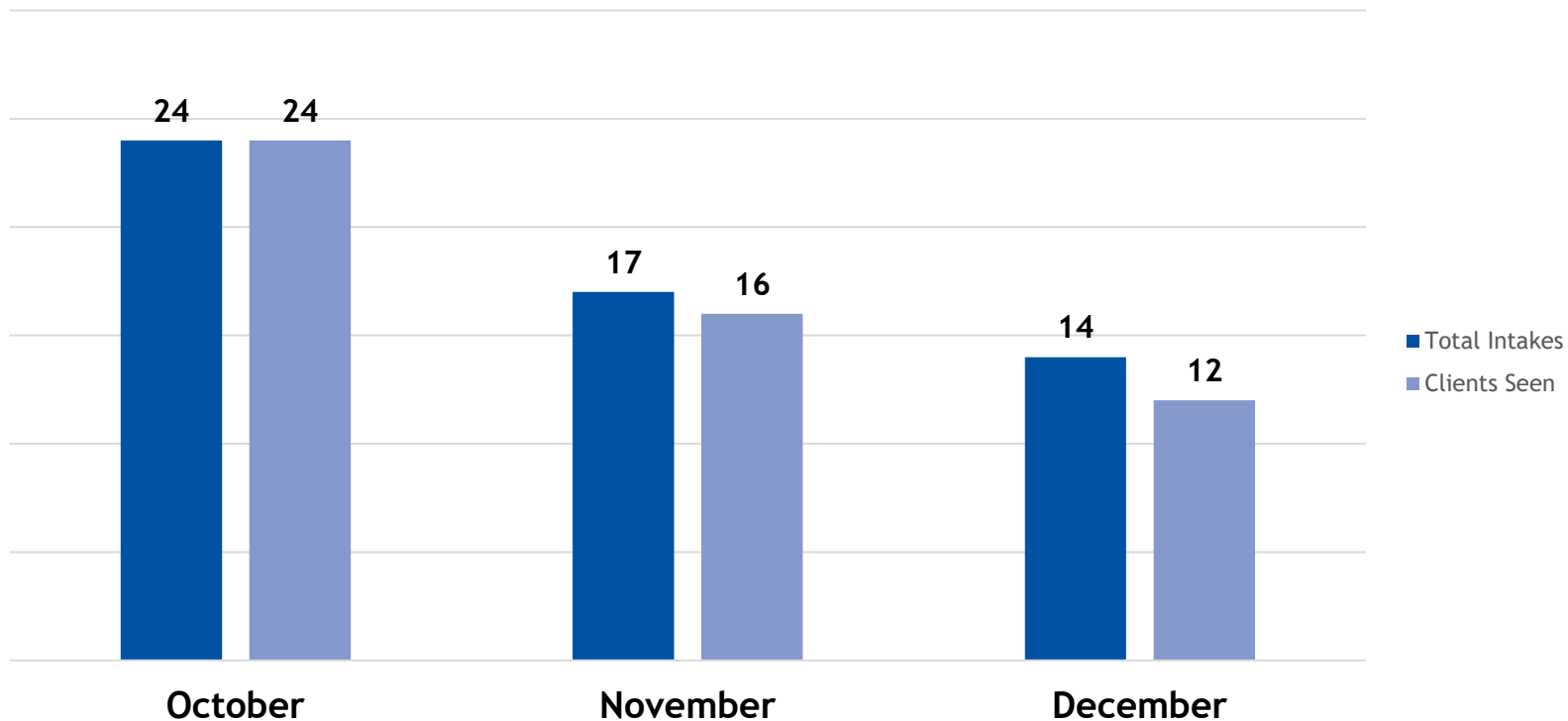
January 30, 2026

Agenda

1. Intake callers who became clients
2. Quality of Mental Health Case Records
 - a) Consent for Meds
 - b) Initial Diagnostic Assessments
 - c) Treatment plans/measurable goals
3. Effectiveness of Mental Health Treatment
4. Service Quality, Demand for Program (Money Coach)
5. Case Record Review (Money Coach)
6. Quarterly risk management review update

Intakes – October through December 2026

| | Total Intakes | Needs Higher Level | No Response | Not Offered by Agency | Declined Services | Referred/ Transferred | Client Not Seen | Waitlist | Admitted |
|--------|---------------|--------------------|-------------|-----------------------|-------------------|-----------------------|-----------------|----------|----------|
| Oct-25 | 24 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 24 |
| Nov-25 | 17 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 16 |
| Dec-25 | 14 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 12 |



Quality of Mental Health Case Record Review

100% of active
clients have fully
completed IDA
documentation

99.25% Consent
for medication
completed by
doctor and
signed by client

100% of cases
containing
measurable
criteria to be met
for discharge on
TX plan

Effectiveness of Mental Health Treatment

Adults/Older Adults (18+)

- Patient Health Questionnaire-9 (PHQ-9)

Functions as a screening tool, an aid in diagnosis, and as a symptom tracking tool that can help track a patient's overall depression severity as well as track the improvement of specific symptoms with treatment.

PHQ-9 Results: July through December 2025

| Total Score | Depression Severity |
|-------------|------------------------------|
| 1-4 | Minimal depression |
| 5-9 | Mild depression |
| 10-14 | Moderate depression |
| 15-19 | Moderately severe depression |
| 20-27 | Severe depression |

Number of Unique Clients Included in Report = 50

Average Score at Time of Initial Questionnaire = 6.39

Average Score at Time of Second Questionnaire = 7.04

Number of Clients Who Showed Improvement = 18

(10 clients score remained the same)

% of Total Clients Who Showed Improvement = 36%

Effectiveness of Mental Health Treatment

Children/Youth (4-17)

- Pediatric Symptom Checklist-17 (PSC-17)

A psychosocial screen designed to facilitate the recognition of cognitive, emotional, and behavioral problems so that appropriate interventions can be initiated as early as possible.

PSC-17 Results: July through December 2025

A PSC-17 score of 15 or higher suggests the presence of significant behavioral or emotional concerns

Number of Unique Clients Included in Report = 10

Average Score at Time of Initial Questionnaire = 9.4

Average Score at Time of Second Questionnaire = 8.4

Number of Clients Who Showed Improvement = 6

% of Total Clients Who Showed Improvement = 60%

Money Coach Program Engagement – July through Dec 2025

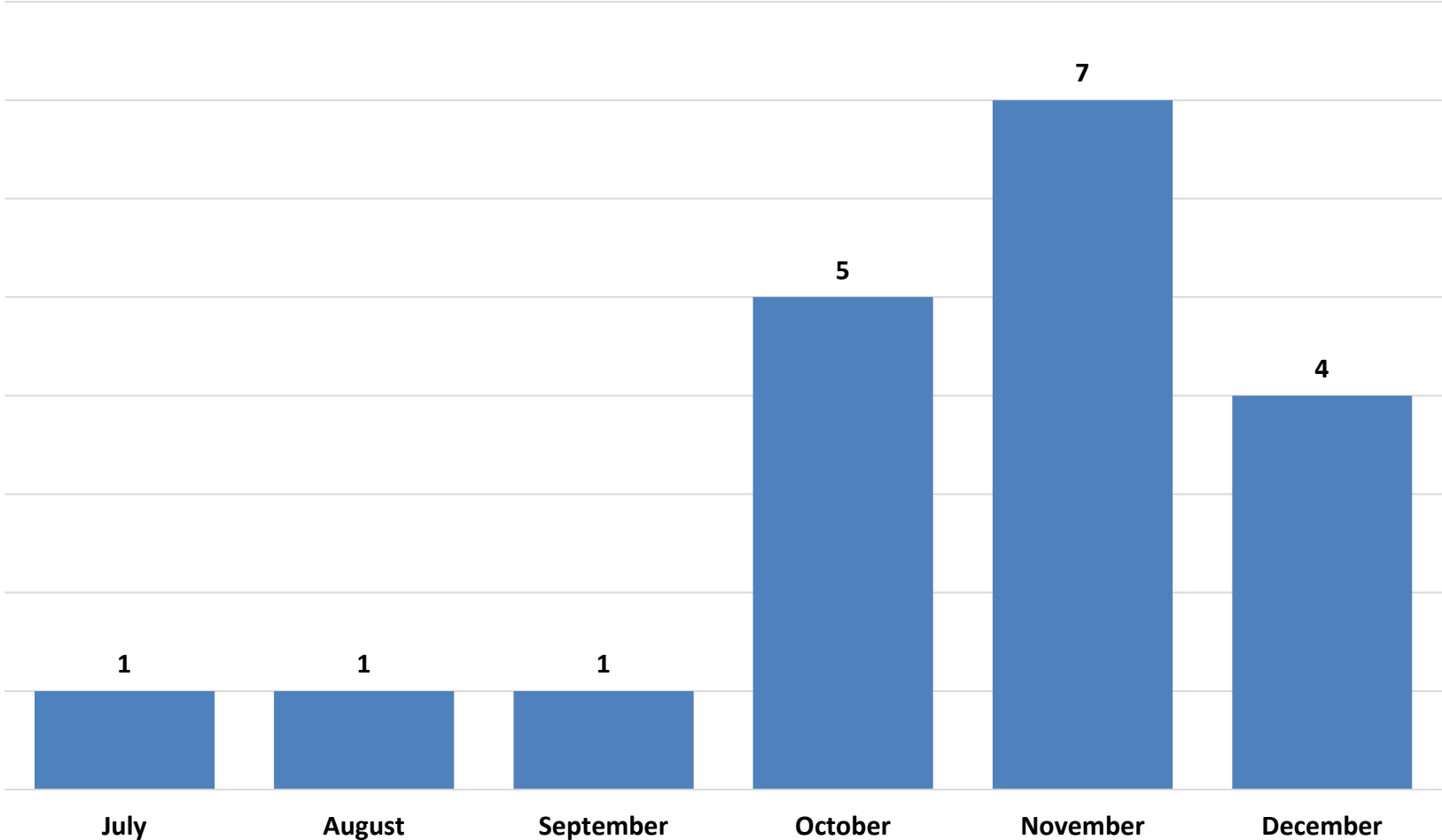
Money Coach



Total Clients: 19



Number of Clients Seen



Money Coach Case Record Review

100% of active
clients had notes
attached in
Carelogic

100% of clients
were discharged
from Carelogic

0% of client notes
included
recommendations

Quarterly Updates: Risk Management Review

Overview:

The areas covered in these reports include:

- facility safety issues;
- any serious illnesses, injuries, or deaths;
- situations where a person was determined to be a danger to themselves or others
- other relevant emergency preparedness topics

Update for the past quarter (October, November, December):

There were no critical incidents, accidents, or grievances in this past quarter

Additional Emergency Preparedness Notes:

- Quarterly fire drill was conducted successfully
- CPR/AED training – West Hartford Fire Department came and trained 10 staff members
- Replaced AED pads and tested the battery to ensure it is in good working order
- Ordered new Narcan/Naloxone as our set was coming up on the expiration date



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**Next PQI
April 24, 2026**